



Information Technology (IT) Policies



070.206 CHFS Remote User Support

Version 2.0
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070.206 CHFS Remote User Support	Current Version: 2.0
070.000 Administrative	Effective Date: 3/1/2005

Revision History

Date	Version	Description	Author
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10/14/2015	2.0	Revision Date	CHFS IT Policies Team Charter
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070.206 CHFS Remote User Support

Category: 070.000 Administration

1.1 Policy

IT staff have limited ability to support users of CHFS network resources that connect from remote sites that are not under the control of CHFS technical staff. This includes users from contract agencies/companies as well as users connecting from home or on the road.

Remote Users will be responsible for a logical progression of troubleshooting.

- Contact their local LAN technician to determine if their LAN and WAN connection is properly configured and operating appropriately. For home users this would be a combination of their local expert and their Internet Service Provider.
- Contact the Commonwealth Office of Technology (COT) to ensure the remote connection hosts are operational. This includes dial up accounts and Virtual Private Networks (VPN) hosts.
- CHFS technical staff will only be responsible to determine the availability of Cabinet resources once it is determined that a KIH connection exists.

In order to reduce CHFS liability, IT staff will not make or suggest configuration changes to remote non-CHFS equipment or service equipment at personal residence..

1.2 Scope

All CHFS network users are expected to adhere to all policies regarding use of the Cabinet's computer resources and the Internet. All Kentucky Information Highway (KIH) users, Virtual Private Networks (VPN) or otherwise must adhere to the Enterprise Standards for connecting to the KIH.

1.3 Policy/Procedure Maintenance Responsibility

The Office of Administrative and Technology Services (OATS) Division of Systems Management (DSM) is responsible for the maintenance of this policy.

1.4 Applicability

All CHFS employees and contractors shall adhere to the following policies.

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1.5 Exceptions

Any exceptions to this policy must follow the procedures established in CHFS IT Policy #070.203.

1.6 Review Cycle

Annual

1.7 Cross Reference(s)

- CHFS IT Policy #070.203 – Exceptions to Standards and Policies.-
- CIO- 076- Firewall and Virtual Private Network Administration Policy
- CIO- 073- Anti-Virus Policy